

County of Wayne – 911 Director/Coordinator

Job Summary: Responsible for all aspects of the 911 department. Works closely with the Chief Clerk on Funding, Budgeting, Capital Project and personnel matters. Responsible for project management and public information/outreach regarding the 911 Department.

Essential Job Functions:

- 1) Oversee the overall operation of the 911 Center including the development and/or approval of policies, procedures and guidelines for the department.
- 2) Directs, supervises and assigns work to department staff and is responsible to the Chief Clerk regarding personnel issues.
- 3) Prepares the annual budget for 911 and communications center, monitors expenditures
- 4) Monitors the County 911 Plan and prepares/reviews required annual or other periodic reports as necessary/required.
- 5) Ensures that proper maintenance and operation of all in-house and external 911 equipment is occurring.
- 6) Acts as the liaison between County and Community – Communications related activities, and issues.
- 7) Assists the emergency management coordinator as necessary in planning and emergency response.
- 8) Involved in interviews of 911 dispatch applicants as well as other non-dispatch positions. Recommends candidates for hire to County Commissioners
- 9) Prepares department reports and other statistical data to maintain efficient operations.
- 10) Develops and prepares County 911 plan according to criteria set by county, PEMA, the PUC and DCED as well as other regulatory bodies/agencies.
- 11) Accessible to staff during 24-hour operations for assistance/direction.

Knowledge and Experience: Management and supervisory knowledge and experience. Ability to manage and schedule a 24-hour/day operation. Best management practices for radio dispatch protocols as well as regulations/laws governing emergency dispatch in Pennsylvania. Ability to enforce and maintain local policy/procedures. Knowledge of geography and topography of the county is extremely helpful. Ability to communicate in verbal and written form clearly and professionally.

The position is key to cultivating a team approach to workload and must be able to resolve conflict ,if it arises and communicate solutions or operations to all staff. Work as liason between staff concerning issues or concerns, building issues or other operations to Chief Clerk

and then Commissioners or other appointed staff as necessary. Attend department head meetings for County and communicate policies and procedures to staff.

The coordinator may be called upon to dispatch in extreme staffing shortages or other emergency situations. The ability to remain calm, prioritize multiple variables and implement procedures in a calm and constructive manner is paramount. Demonstrating a commitment to professional development and ensuring all staff is receiving relevant and up-to-date training as necessary is required.

Normal work schedule is daytime Monday-Friday hours as deemed necessary or as coordinated as fit with Deputy Coordinator. Evening meetings or travel for training, regional coordinator meetings or committee attendance will be required. Serve on behalf of County on task force or other committees as requested.

Coordinator must complete and maintain ENP Certification and include a combination of education, training or certifications and experience in 911 communications.

Salary based on 40 hours per week; position is considered Exempt . Base salary \$ 36,400. Consideration for prior Wayne County employment service and/or advanced degrees.

Applications/resume should be submitted to Vicky Botjer, Chief Clerk, Wayne County Commissioners, 925 Court St, Honesdale, PA 18431, or e-mail at vbotjer@waynecountypa.gov by July 18, 2016 at 4:00 p.m.